

Position title	Aboriginal Private Rental Assistance – Support Worker (APRAP+) <i>This is an Aboriginal and/or Torres Strait Islander designated position, classified under Section 12 Special Measures of the Equal Opportunity Act (2010). This employment opportunity is only available to Aboriginal and Torres Strait Islander peoples.</i>
Position number	P2157
Employment status	Full time, Ongoing
Department	Assets and Infrastructure
Location	Echuca Road, Mooroopna
Position reports to	Manager
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Social & Community Employee–Level 4 Pay Point 1-4 (Based on qualification and experience)

ABOUT THE ORGANISATION

Rumbalara Aboriginal Cooperative (RAC) is recognised as a leader among Aboriginal community-controlled organisations, maintaining a high profile in the public and private sectors across research, consultancy, policy development, and partnerships. RAC operates in a culturally appropriate, sensitive, community-controlled environment that maintains a holistic approach to service provision and emphasises the importance of family and community.

RAC has been a resource, service provider and enabler of the Aboriginal and Torres Strait Islander communities of the Greater Shepparton region since 1980. RAC is a cooperative working to provide a range of supports and services including:

- Health and Wellbeing
- Positive Aging and Disability Services/Aged Care
- Justice and Community Services
- Asset and Infrastructure Services / Housing
- Engagement & Family Services
- Corporate Services

RAC has an annual budget of \$35+ million and a workforce of approximately 300+ people. RAC is a significant employer and economic contributor to the region and plays a high profile leadership role as one of the larger Aboriginal organisations in Australia. RAC is committed to ensuring the Aboriginal people in the Goulburn Valley have certainty of access to community-controlled services.

ROLE PURPOSE
<p>This position will provide time limited outreach support to Aboriginal and Torres Strait Islander households living in, or entering, private rental tenancies in the Goulburn region. The APRAP Plus worker will achieve this by;</p> <ul style="list-style-type: none"> • Working with community members to establish successful tenancies in the first instance and to promote self-determination and independence • Improving household capacity to sustain private rent through opening up opportunities for education, employment, health, cultural and community support participation by effective case management • Building a comprehensive understanding and links with local agencies to support prevention and early intervention to address issues which may lead to the risk of tenancy breakdown • APRAP Plus will support up to 40 households per year in the Goulburn area and is key to reducing preventable exits from private rental <p>This position will provide outreach intervention and will work alongside the APRAP Broker, Housing and Homelessness support workers in the local area to achieve outcomes that lead to successful, sustainable private rental tenancies and reduce preventable exits or evictions for Aboriginal households in the Goulburn region.</p> <p>This is a client facing program, inclusive of children, family and extended family as needed and appropriate.</p>
KEY SELECTION CRITERIA
<p>Qualifications and Registrations:</p> <ul style="list-style-type: none"> • Qualification and/or high level of experience in social work, community services, housing or real estate related discipline • High level of administrative skills and computer literacy, including use of Word, Database and maintaining a electronic diary management system • Well- developed communication, advocacy and negotiation skills • Current Victorian Driver's License is essential <p>Knowledge and skills:</p> <ul style="list-style-type: none"> • A demonstrated knowledge of the local ATSI community, culture and understanding of factors that impact the social, economic, spiritual wellbeing and housing of Aboriginal people and their family networks. • Excellent interpersonal and communication skills, both verbal and written. • Demonstrated ability to develop tailored case plans that identify and prioritise support needs • Proven ability to work independently and within a team environment. • Effective time management skills. • Knowledge of the Residential Tenancies Act (Victoria)1998. • An understanding of homelessness, the social/private housing sectors and associated support agencies would be highly regarded.
KEY RESPONSIBILITIES
<p>1. <u>Technical Capabilities</u></p> <p><u>Program Delivery:</u></p> <ul style="list-style-type: none"> • Provide time limited outreach support to support successful, sustainable private rental tenancies • Develop support plans in consultation with tenants that are tailored to their needs, addressing issues that are impacting housing stability or their capacity to establish a successful tenancy. This may include; <ul style="list-style-type: none"> ○ Building capacity through coaching and educating clients by assisting clients with

- completing rental applications and attending property inspections
 - communicating and negotiating with Real Estate Agents
 - managing household bills and budgeting
 - understanding tenant, landlord and neighbour rights and responsibilities when renting
 - community connection and access to education, health & other resources that will support the household
- Intervention when tenancies are at risk of breakdown;
 - assist the tenant to identify factors placing their tenancy at risk
 - liaise and negotiate with real estate agents to prevent tenancy failure
 - refer to Consumer Affairs Victoria advocacy program as required
 - provide practical support to secure and maintain the tenancy
 - Making referrals to therapeutic or specialist supports that will help the client to sustain their tenancy and to access services that improve the financial, education and employment, health and wellbeing of the household using a whole of family approach.
 - Identify and recommend where Private Rental Brokerage funding can be appropriately used to secure or sustain tenancies. Brokerage must be used in accordance with funding Guidelines/Limits and Rumbalara internal financial processes.

Advocacy;

- Uphold the right of ATSI community members, to be securely housed, treated with dignity and respect and to participate in culture free from judgement or discrimination.
- Advocacy may include support at VCAT, negotiating agreement plans with real estate agents
- Develop collaborative working relationships, lead or participate in joint care meetings with a range of professionals, including Rumbalara services, to gain positive housing and wellbeing outcomes for clients.

Communication;

- All communication will be non-judgemental, professional, sensitive, clear and respectful.
- Written communication will be objective, concise, and factual containing only the information necessary for the purpose it is intended.
- Written communication will be maintained securely to ensure the integrity and confidentiality of client information, not negating RACs Duty of Care to client and community.

Reporting;

- Use of SHIP Database system to accurately record all client information and file notes.
- Monthly status updates and program reporting is essential.

2. Behavioural Capabilities

- Act at all times to protect the right of the clients, including culture, confidentiality, privacy, individual choice and decision-making
- Demonstrate commitment to the Co-operative's values and behaviours - serve the community, work together, act with integrity and respect other people (a copy of this is available to view)
- Provide support and proactively engage with the clients and broader community
- Establish and maintain relationships with clients, community and Rumbalara staff and team members

3. Administrative Capabilities

- Attend staff meetings
- Submit accurate timesheets and claim forms (if applicable) in a timely manner
- Participate in service training programs as organised by Rumbalara and / or any other training to upgrade skills
- Ensure that all statistical data / record-keeping / reporting and other documentation are completed and forwarded on time. This includes using SHIP database for client records.

- Follow correct policy and procedure directions at all times
- Contribute to and support the organisation's systems and processes for managing safety, quality and risk; observe and report hazardous situations or behaviours

EMPLOYMENT CONDITIONS

- Have a current National Police Check
- Hold Valid Driver's License, without restriction
- Hold current Employee Working with Children's Check
- Covid Vaccination Certificate in accordance with the government guidelines
- All staff are required to sign a confidentiality agreement on appointment to the organisation
- Probationary / qualifying periods apply to all positions
- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view)
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view)
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required
- Salary packaging is available to permanent part time and full-time staff
- Tenure of positions at RAC will be tied to existing contracted funding arrangements